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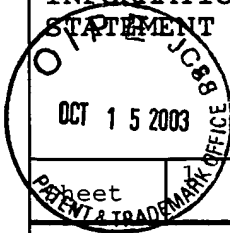
PTO/SB/08A (08-00)

U.S. Patent and Trademark Office: U.S. DEPARTMENT OF COMMERCE

Substitute for Form 1449A/PTO

**INFORMATION DISCLOSURE
STATEMENT BY APPLICANT**

Application Number	10/002,771
Filing Date	November 2, 2001
First Named Inventor	T. UENO
Group Art Unit	2175
Examiner Name	Not Yet Assigned THUY PARDO
Attorney Docket Number	01707/LH



U.S. PATENT DOCUMENTS

Exam. Inits*	Cite No ¹	Document Number	Kind Code ²	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion
TP	A	5,365,310	A	JENKINS et al.	11-15-1994	
TP	B	5,459,552	A	OHIRA	10-17-1995	
TP	C	5,819,110	A	MOTOYAMA	10-06-1998	

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FOREIGN PATENT DOCUMENTS

Exam. Inits*	Cite No ¹	Offc ³	Document Number ⁴	Kind Code ⁵	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion	T ⁶
TP	D	EP	0 822 473	A2	CANON KABUSHIKI KAISHA	02-04-1998		
TP	E	EP	0 843 229	A2	CANON INFORMATION SYSTEMS, INC.	05-20-1998		
TP	F	DE	100 29 455	A1	mitsubishi INTERNATIONAL GmbH	07-19-2001		

Examiner
Signature

Date
Considered

6/21/07

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¹ Unique citation designation number. ² See kinds of U.S. Patent Documents. ³ Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3). ⁴ For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. ⁵ Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST. 16 if possible. ⁶ Place a check here if English translation is attached.

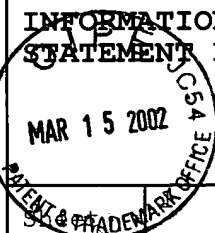
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		Examiner Name	Thuy Pardo
of	2	Attorney Docket Number	01707/LH

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Exam Inits*	Cite No ¹	Offc ³	Document Number ⁴	Kind Code ⁵	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion	T ⁶
JP		JP	2000-115393	A	CANON INC.	04-21-2000		*
JP		JP	2001-084276	A	OKI ELECTRIC IND.	03-30-2001		
			*English language Abstract Only					

Examiner Signature		Date Considered	6/21/04
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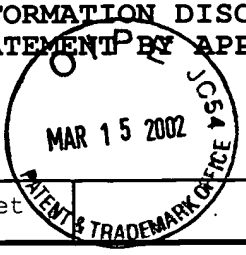

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		Examiner Name		THUY PARDO			
Sheet		of		Attorney Docket Number		01707/LH	
OTHER PRIOR ART - NON-PATENT LITERATURE DOCUMENTS							
Examiner Initials ¹	Cite No. ¹	Include name of author (in CAPITAL LETTERS), title of article, title of item, date, page(s), volume-issue number(s), publisher, city and/or country where published					T ²
TP		U.S. Serial No. 09/813,209, filed March 20, 2001, entitled TECHNICAL SUPPORT SYSTEM, inventor: Mineo Nozaki and Toshio UENO					
Examiner Signature					Date Considered	6/21/04	

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